

Family & Friends Test August 2017

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	9	3	0	1	0	0	13
Online	0	0	0	0	0	0	0
Total	9	3	0	1	0	0	13

Comments:

Extremely Likely:

- The system worked really well for both my wife and myself. Much better service.
- I have just seen Lionah (Practice Nurse) for a blood pressure check. I am so impressed with her, she was clear, concise and explained everything beautifully. Thank you.
- Brilliant service
- I have always had a good service from the doctor's surgery.
- Brilliant practice.
- Very understanding doctor.
- I have always had extremely good care at this surgery.
- This surgery has been very efficient in referring me to hospital for colon cancer. I have had very prompt appointments regarding the cancer and other identified issues.
- I've already recommended you to my min-in-law & friends! From receptionists to nurses dealing with stitch removal through to major concerns with the doctor, I've always been treated efficiently and with respect. I can always get an appointment when needed & feel listened to – rare in other practices! I've also been online and the services are brilliant – Thank you.

Likely:

- Good service in last 50 years!
- Have had no problems with the new system.
- Not bad using this new service.

Unlikely:

- No appointments at 11.30am – is the system successful?